



DEPARTMENT OF THE NAVY
NAVAL SUPPLY SYSTEMS COMMAND
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IN REPLY REFER TO:
4200
Ser21C1/0002
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7 OCT 99

From: Commander, Naval Supply Systems Command

Subj: DEPARTMENT OF NAVY (DON) PURCHASE CARD DISPUTES POLICY

Ref: (a) NAVSUPINST 4200.94 of 29 Jun 99
(b) ASN(FM&C) Memorandum of 3 Jun 99.

Encl: (1) Citibank Dispute Form

1. The purpose of this policy letter is to provide purchase card disputes policy to DON activities. Reference (a) defines disputes as "instances where transactions on the cardholder's statement do not agree with entries in the log or retained receipts. This may include circumstances where the cardholder did not make the transaction, the amount of the transaction is incorrect or the quality or service is an issue." Prior to formally disputing a transaction, the cardholder should attempt to resolve the dispute directly with the merchant. If attempts to resolve the dispute with the merchant are not successful, or if attempts to contact the merchant are not possible, a formal dispute must be initiated.

2. Examples of what can be disputed are duplicate billing, unauthorized charges, non-receipt of merchandise, returned merchandise, canceled merchandise or services, invoice amount differences or the transaction was paid by other means. Accommodation check transactions and any form of taxes cannot be disputed through Citibank and must be resolved directly with the merchant.

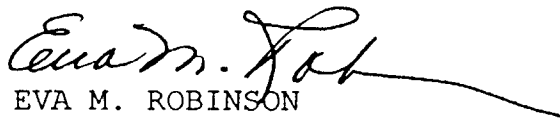
3. Prior to submitting a formal dispute, the Cardholder must initiate communications with Citibank via telephone at 1-800-790-7206 or for overseas collect at 1-904-954-7850. The cardholder must follow up in writing by completing and signing enclosure (1). The Disputes Form must be either faxed to Citibank at 1-904-954-8710, or mailed to the following address: Government Card Services, P.O. Box 45134, Jacksonville, FL 32232-5134. Because of the required signature, the dispute form cannot be transmitted electronically. The Agency Program Coordinator (APC), Approving Official (AO), and designated Disputes Officer must be notified of the dispute. A copy of the disputes form should be retained by the cardholder for reference purposes. Once a dispute has been filed, Citibank will suspend the disputed charge from the outstanding balance due and issue a provisional credit. Citibank will acknowledge the initiation of a dispute to the cardholder. The cardholder does not have to pay the amount in question pending the outcome of the dispute process.

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4. Reference (b) mandates that cardholders and AO's fully comply with the concept of pay and confirm. Specifically, invoices will not be disputed or delayed if the vendor has shipped the goods but they have not been received. In such instances, invoices should be certified and the cardholder should monitor for the receipt of goods in the subsequent month. If goods are not received in time for the cardholder to certify the next month's invoice, the cardholder must notify the AO and formally dispute the item. Pay and confirm procedures also include damaged items received which are still under warranty, where the merchant confirms he/she will replace, modify or repair within the next billing cycle.

5. Based on the outcome of the disputes process, the charge will either be resolved in favor of the cardholder or the merchant. If the dispute is resolved in favor of the cardholder, the charge is removed from the account. If the dispute is resolved in favor of the merchant, a letter is sent to the cardholder explaining the decision. The charge will appear in the balance due on the next invoice, along with a dispute resolution message.

6. The point of contact regarding purchase card disputes is Mr. Paul Ziedins who can be reached at 717-605-2521 or via the internet at paul_ziedins@navsup.navy.mil.


EVA M. ROBINSON
By direction